



**Stiúrtóra Náisiúnta  
Acmhainní Daonna**  
Feidhmeannacht na Seirbhísí,  
Sláinte Ospidéal Dr. Steevens',  
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Duncan Smith T.D.

8<sup>th</sup> February 2024

**PQ 42284/23:** To ask the Minister for Health to address the outstanding requests for the PSRP from voluntary section 39 funded organisations and to provide an explanation for delays on the payment for staff members still awaiting this payment; and if he will make a statement on the matter. -Duncan Smith

Dear Deputy,

I refer to your recent Parliamentary Question which was sent to the HSE for response.

The HSE is receiving quite a number of political representations sought by employees of Employment Agencies and contract catering/cleaning/security companies who have yet to receive the Pandemic Special Recognition Payment ('Pandemic Bonus'). The Agencies/Companies here are the relevant employers responsible for the payment even though staff were placed in HSE/Section 38's/Section 39s and For-profits services at a distance from them as employers.

Unlike Nursing Homes and Homecare employers these Employment/Contractor Agency claims have been the most difficult to validate as they place employees across multiple services (HSE/Section 38's/Section 39s and For-profits) some services qualifying, some not, some employees qualifying and some not. The logistics here are significant and the services where employees were placed very disparate in both service and geographics. Some of the employing agencies know exactly where their staff work and at what but it is common that that many don't, especially larger ones, and this has resulted in an **employee by employee validation** of each individual role performed to verify their eligibility. Co-operation with employing agencies has been mostly helpful but others have required KOSI or HSE to make contact with each individual service to establish the eligibility in terms of covid exposure and hours worked. This is the remaining 3% or approximately 2250 employees still to be paid and it is a painstaking exercise to close out but is being actively progressed and should be completed over the coming couple of months. Where agreed with such employers, part-payments have been made to them in respect of staff already verified as being eligible to avoid them having to wait while unresolved queries remain in respect of other employees.

With regard to your representation, the advice is that employees **must make contact with their relevant employer at that time** who will be able to advise them on the specific status of their claim as follows:

1. If their specific claim was submitted by their employer to KOSI and accepted by KOSI and the date of same. **In this case payment would be paid by HSE to the employer within a few weeks** and nothing else remains to be done other than the employer to pass on the payment.
2. If they were deemed ineligible by KOSI/HSE and if so why?
3. If the employee's payment was received by the employer from the HSE and if so when it will be passed on by the employer and if more than a couple weeks delay then why the delay?
4. If there is an unresolved query to the employer by KOSI on the specific employee's eligibility to the payment and if so the details of the query which is holding it up.
5. If the employer is still to furnish information to KOSI which is holding up their claim and the details of same and timeframe for getting the information back to KOSI.



The HSE expects that employers would keep their employees – current or former – updated on the status of their payment in particular where they have made enquiries about it but the above should give some context to the delays in payments to these specific employers and employees.

I trust this clarifies and is of some assistance.

Yours sincerely,

A handwritten signature in black ink that reads "Marie O'Sullivan".

**Marie O'Sullivan**  
**National HR**